

Corporate Safety & Risk Management

Goal #2 - To minimize the impact of employee injury by reducing the overall cost of claims.

Measure	Actual	Target	Status
Average total cost per workers' compensation claim	\$7,829	\$2,675	⚠️

Why is this measure important?

Workers' compensation costs arise when City employees incur work-related injury or illness. These expenses include medical charges, prescriptions, physical therapy and other fees. Not only is it important for an organization to minimize the number of injuries and illnesses, but an efficient and cost effective workers' compensation processes can significantly benefit the welfare of the City's workforce.

What do these numbers tell us?

The General Services Department, Corporate Safety and Risk Management Division seeks an industry standard cost of \$2,675 per claim. The average cost of \$7,829 is much higher than desired, which is not acceptable. The Division has taken several steps to reduce the expenses. In May, 2013, the City contracted with a highly respected third-party administrator to oversee the management of all claims. In addition, the Division is looking to more efficient ways to automate injury reporting. (Last updated June 2014)

